

About Neighborhood Trust

Neighborhood Trust is a national nonprofit social enterprise and marketplace innovator creating solutions to better meet the financial needs of low wage workers in partnership with the credit union movement. Our unique model provides low-income workers with a blend of financial coaching and access to inclusive financial products and resources to achieve financial security and mobility.

For 52 million U.S. households, wages do not cover the cost of essentials, making exploitative, extractive debt unavoidable.

Neighborhood Trust is committed to building an inclusive, equitable financial system that helps to dismantle predatory financial services for these workers. We believe that credit unions and CDFIs are the driving force behind the development of this inclusive market. Therefore, we are ready to adapt our solutions—[TrustPlus](#) and [Pathways](#)—to be at-scale vehicles for client's enrollment in impactful financial products and services at credit unions and CDFIs; including opportunities to improve the design of these financial products themselves.

Over the next three years Neighborhood Trust will:

- Build a platform of 100,000+ active users via our growing portfolio of workplace and financial institution customers and a new direct-to-client strategy.
- Codify and scale human financial coaching as a feature of an inclusive financial product matching and enrollment process tailored to tackling specific debt challenges, using AI and algorithmic tools for both impact and a sustainable cost structure.
- Build, buy or partner on an inclusive financial product aggregator and curator.
- Ensure our data program delivers insights that inform the further scaling of our financial coaching as a feature of inclusive financial products; and spurs a broader effort to tackle systemic causes of financial services exploitation.

About Your Role

We are looking for a creative and strategic thinker to join our team as the Vice President of Product Management to execute on the solution design and execution in pursuit of this vision. You will partner with the VP of Financial Coaching and the VP of Growth Strategies, working with cross-functional teams, to bridge the gap between what needs to be achieved and how we can make it happen, ensuring that the solutions we deliver are not only creative and impactful but also secure and

sustainable. You will oversee a product organization that uses an agile, SCRUM methodology and includes teams responsible for engineering, Salesforce administration, UX design and agile process management (product owner and scrum master).

Key Responsibilities:

- **Creative Solution Design:** Lead the creative process in developing strategic solutions to meet complex business needs, partnering with stakeholders to define the “what” and translate it into the “how.” Lead the end-to-end product lifecycle, from ideation and planning to launch and continuous improvement, informed by client and business needs.
- **User Experience:** Ensure an excellent user experience.
- **Strategic Planning:** Develop and refine strategies that align with organizational goals, ensuring the solutions we deliver are both innovative and executable.
- **Data Architecture:** Plan and structure a data architecture that will enable the organization's needs regarding data capture, storage, safe keeping and analytics.
- **Team Leadership:** Guide and mentor a cross-functional team through the solution delivery process, ensuring alignment, focus, and clarity from ideation to execution.
- **Solution Delivery:** Accountable for end-to-end solution design, from go to market strategy and creative ideation to build, launch and improve.
- **Security and Safety Assurance:** Oversee the post-delivery phase, ensuring the deployed solution runs securely, safely, and in compliance with all relevant standards and protocols.
- **Continuous Improvement:** Analyze and assess completed projects to identify opportunities for process improvements, ensuring that each solution is better than the last.

What You Bring:

- Alignment with [core organizational values](#)
- 5+ years of experience in product management or solution delivery, with a deep understanding of the product lifecycle, from ideation to launch and continuous optimization.
- Strong ability to think both creatively and strategically, with an eye for innovative solutions and practical application, demonstrating critical and analytic thinking to make data-driven decisions

- Proven experience as a creative, strategic, hands-on leader working with teams through the design, development, and delivery of complex solutions.
- Excellent communication skills to articulate vision, strategy, and progress across teams and stakeholders.
- Ability to navigate ambiguity and build clarity around strategic priorities, defining and executing product strategies that align with business goals.
- Strong background in project management or agile frameworks.
- Knowledge of security standards, compliance regulations, and operational best practices in solution delivery.
- Experience in consumer finance is a plus

Position Details:

- Status: Full-time, exempt
- Reports to: CEO
- Oversees a 9-person team
- Location: New York City. At Neighborhood Trust we have a hybrid work culture. Most staff are local to the NYC metro area and balance work locations between our office in Manhattan and working from home whereas other staff are located nationwide and are required to periodically visit our NYC headquarters.

Compensation and Benefits Package:

- Annual salary: \$155K - \$165K. We bring in most new hires at the beginning of the range in order to create space for them to move through the range as their mastery within the role grows. We review our ranges annually and update, as needed, sensitive to organizational finances and macro-economic factors such as inflation.
- 100% employer-paid medical, dental and vision premiums for employees (savings of \$6K - \$10K per year)
- Eligible for 401(k) participation immediately, with up to a \$1K per year in employer match, vested immediately
- 12 weeks paid family leave for full-time employees, with schedule flexibility upon return to work for eligible employees
- Generous paid time off per year - 12 paid holidays, 15 vacation days (grows with tenure), 6 personal/sick leave days, 1 civic engagement day
- Access to Health Flexible Spending Account, Dependent Care Flexible Spending Account, Life Insurance, and long-term and short-term disability plans

To Apply: Please send resume and cover letter to hr@neighborhoodtrust.org with “VP Product Management” in the subject line. We are committed to building a diverse and inclusive workplace that reflects the diversity of our clients. We especially seek applicants with lived experiences of financial hardship or systemic exclusion. Staff from all backgrounds can contribute meaningfully to our mission, and we recognize that those who come from the communities we serve have a uniquely powerful perspective.

Neighborhood Trust is an equal opportunity employer and we are committed to equal employment opportunity in all decisions related to employment, promotion, wages, benefits and all other privileges, terms and conditions of employment.